**Peter Myzithras**

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**OBJECTIVE**

Multi-skilled, self-motivated professional seeking a position as a Reimbursement Analyst

**EDUCATION**

**Southern Connecticut State University, New Haven, Connecticut**

Bachelor’s degree in Business Administration Fall 2010

**PROFILE**

* A determined individual with solid work ethics
* An excellent communicator and team player
* A proficient employee with unyielding time management and detail oriented skills
* A strong knowledge of Microsoft and basic computer functions

**PROFESSIONAL EXPERIENCE**

**Customer Service Representative / Insurance Specialist / Product Manager**

**SafeStep ---- (Milford, CT) ---- 9/2010 – Present**

**Responsibilities:**

Customer Service Level 3

* Receive incoming calls from prospective or current customers.
* Provide answers to questions regarding product functionality and pricing.
* Identify, research, and resolve customer issues.
* Follow-up on customer inquiries not immediately resolved.
* Train and handle escalated issues from CSR level 1 and 2.

Insurance Specialist

* Successfully walk applicants through Medicare DME application and private insurance set up.
* Set up accounts with clearinghouse to submit electronic claims through SafeStep.
* Maintain rejected insurance claims and track rejected trends.
* Maintain assigned open enrollment accounts.
* Answer general insurance questions accounts may have.

Product Maintenance/ backorders

* Update product style, price and availability on company website.
* Work with manufactures to verify style, price, and availability.
* Add backorder dates and notify customers of backordered products.
* Follow up with manufactures to ensure backordered products have been shipped.

**Customer Service Representative**

**GM Upholstery ---- (Milford, CT) ---- 6/2005 – 4/2010**

**Responsibilities:**

* Worked with customers in office and at their homes to successfully meet their needs
* Coordinated deliveries with customers, supplier and 3rd party associates
* Reviewed placed orders, confirmed prices and deliveries
* Purchase raw materials and keep all inventory levels well stocked.

**Warehouse Assistant**

**Huffman Koo’s ---- (Milford CT) ---- 9/2003 - 5/2005**

**Responsibilities:**

* Shipping and receiving clerk
* Assembling customer orders from stock
* Maintaining inventory records to ensure accuracy